

Keystone RV Company

9/18/20

SERVICE ADVISORY # 20-387

Bullet Front Caps

It has been determined that certain Bullet travel trailers built with fiberglass front caps did not have proper backers to prevent cap from collapsing when in transit. The following procedure describes how to reinforce the caps to prevent them from collapsing.

Models Included: 2021 Bullet Travel Trailers: 243BHS, 258RKS, 273BHS, 287QBS, 290BHS, 330BHS

Serial Number Ranges: 2021 MT432144 - MT432550

Parts Required: 1 – KRV # 670455 - Cap-Backer-Wooden Backer Kit for Bullet Front Cap - Advisory

12 - #10x1" pan head screws obtained locally

Tools Required: - Screw gun - Caulk Gun

Note – Check serial number on Key Express to verify the campaign is open. Some vehicles were repaired before they left Keystone.

When performing warranty or recall service, please make certain that appropriate Personal Protective Equipment (PPE) is used.

The remedy is to partially remove the front cap and install 4 backers on the front wall aluminum cage to prevent the cap from collapsing.

REPAIR INSTRUCTIONS

Step 1

Locate the trailer on a level, flat, hard surface. Chock the wheels.



Step 2

Unscrew both front corner moldings to the top of the front wall at the bend, Figure 1. Remove the floor line molding along the front lower metal on the front cap. Be sure to score (cut) the cap seal along the sidewalls to prevent any of the moldings bending. Do not remove any of the moldings on the roof of the unit. Do not remove the lower front wall metal, Figure 2.

Fig. 2**Step 3**

Pivot cap upward and brace providing access to the front wall aluminum cage (will require 2 people to hold cap), Figure 3.

Step 4

Install the 4 backers as outlined in Figure 4 to the front aluminum wall using 3 screws, one on each end and one in the middle. Route any wires through the cutouts on the backers, or on either side of the backers, as needed.

Step 5

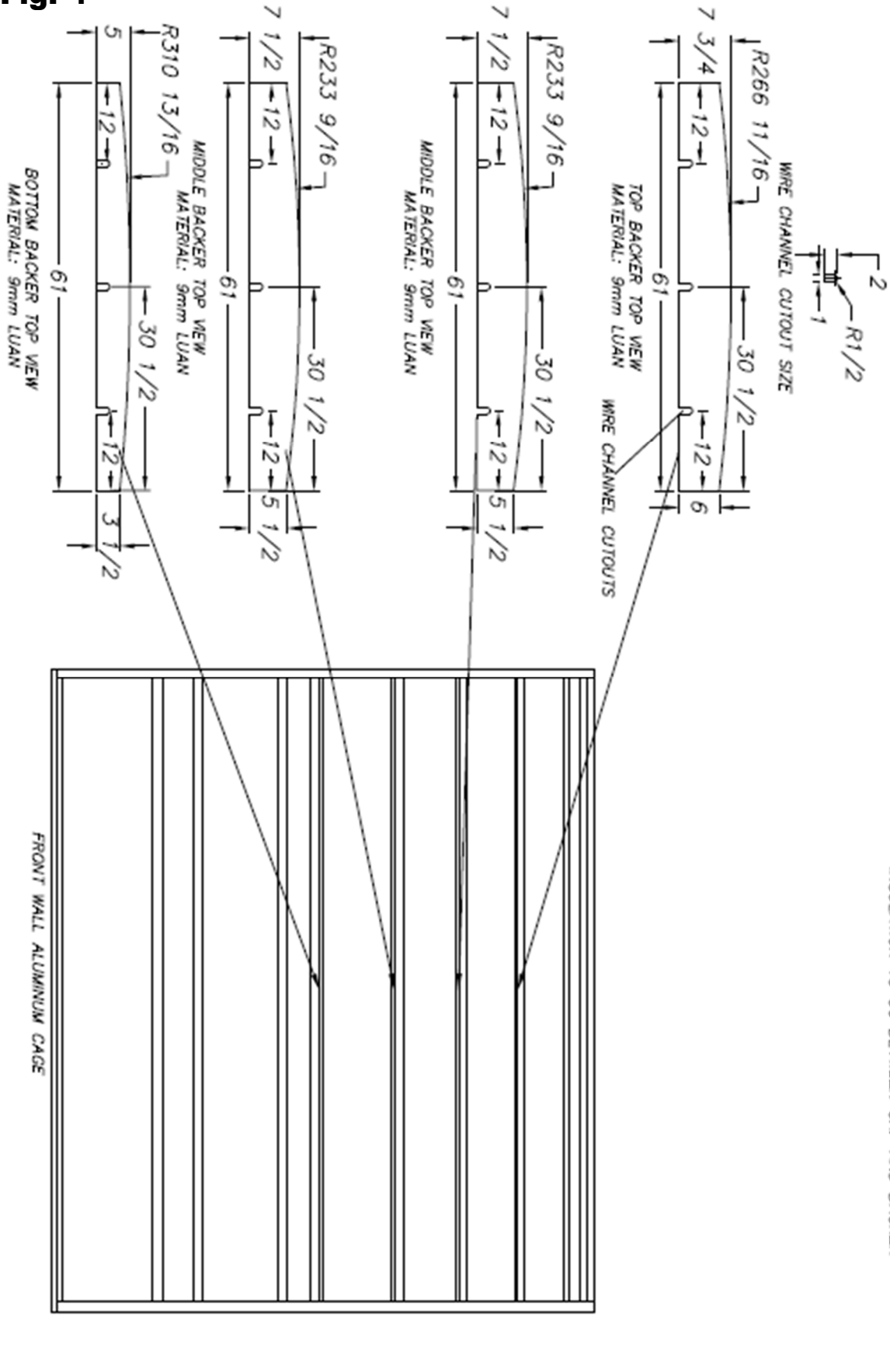
Make sure the insulation is in between the front cap and the backers installed to the front aluminum wall.

Step 6

Reinstall the corner and floor line moldings. Clean and reseal all moldings. Proceed to Warranty Reimbursement.

Fig. 3

Fig. 4



WARRANTY REIMBURSEMENT

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7138742J**

In the Complaint section note: Service Advisory # 20-387

In the Cause section note: Service Advisory # 20-387

In the Correction section note: Installed Backers

The amount of time authorized for this repair is **4.0 hours**.

Please call Keystone RV Customer Service at **866-273-1456** if you have any questions.



RECREATIONAL VEHICLE SERVICE CAMPAIGN

September 23, 2020

SERVICE ADVISORY 20-387

«Owner_name»
ATTN: Service Manager
«Street»
«Street_2»
«City», «State» «Zip»
«Country»

Dear «Owner_name»,

Reason for this campaign

It has been determined that certain Bullet travel trailers built with fiberglass front caps did not have proper backers to prevent the cap from collapsing when in transit. The remedy is to partially remove the front cap and install 4 backers on the front wall aluminum cage to prevent the cap from collapsing.

The campaign population includes:

Models: 2021 Bullet Travel Trailers: 243BHS, 258RKS, 273BHS, 287QBS, 290BHS, 330BHS
Serial Number Range: MT432144 - MT432550

Our records indicate unit(s) sold or in your present lot inventory fall within this range, which will require inspection. **Important:** Please complete the service campaign on these units before retail delivery. Our records indicate the following unit serial number(s) are presently in your inventory or have been sold:

«VIN1» «VIN2» «VIN3» «VIN4»

-- Serial numbers with '*' have been retail sold --

We apologize for any inconvenience this situation may cause and greatly appreciate your cooperation. Should you have any questions or concerns regarding this correspondence or the enclosed Service Advisory, please contact us at: (866) 273-1456

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Vice President Service Operations

PO Box 2000 Goshen, IN 46527-2000
Phone: (574) 535-2100 – Fax: (574) 535-2199
www.keystonerv.com



RECREATIONAL VEHICLE SERVICE CAMPAIGN

September 23, 2020

Service Advisory: 20-387

SERVICE CAMPAIGN

«Owner_name»
«Street»
«Street_2»
«City», «State» «Zip»
«Country»

VIN: «VIN»

Dear «Owner_name»:

Keystone RV Company is conducting a service campaign on certain 2021 Bullet Travel Trailers. We apologize for any inconvenience this action may cause you; however your continued satisfaction is of the utmost importance to us.

Reason for this campaign

It has been determined that certain Bullet travel trailers built with fiberglass front caps did not have proper backers to prevent the cap from collapsing when in transit.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to partially remove the front cap and install 4 backers on the front wall aluminum cage to prevent the cap from collapsing. The service required for this corrective action will be provided at no charge to you.

What we need you to do

At your earliest convenience, please make an appointment to have your RV serviced by your dealership. The labor time to perform this campaign is approximately 4 hours. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your RV for this repair.

If you have questions

Your dealer is best equipped to obtain parts and provide service to ensure your RV is corrected as promptly as possible. If your dealer is unable to assist or if you take your RV to your dealer on the agreed service date, and the dealer does not remedy the condition within a reasonable amount of time, or without charge to you, please contact Keystone Customer Service by calling 1-866-425-4369.

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Vice President Service Operations